

Troubleshooting User Authentication for Secured Wireless Access

If the Intel PROSet Wireless Supplicant indicates that authentication failure has occurred:

Check the following in Active Directory Users and Computers:

Verify their account is not locked out.

Verify the user is a member of the appropriate domain wireless group according to the following chart:

Agency	Domain	Wireless Group
IOT	ISD-NT	IOT Wireless
ISP	ISPGHQ	ISP Wireless
INDOT	DOT	INDOT Wireless
FSSA/DCS	FSSA	FSSA Wireless
JTAC	JTAC	JTAC Wireless
IDEM	IDEM	IDEM Wireless
DOR	DOR	DOR Wireless
DOC	DOC	DOC Wireless*
DWD	DWD	DWD Wireless*
DNR	DNR	DNR Wireless*
Others	ISD-SHARED	Shared Wireless

*Agency not yet on wireless service

Verify the Remote Access Permission (Dial-Up or VPN) is set to ALLOW on the Dial-In tab of the user account:



If either of these two items is not configured properly, have the user contact the appropriate agency security coordinator to authorize access to the wireless network.